MEMORANDUM

TO: All Instructional and Office Staff

FROM: Larry Teixeira, Assistant Superintendent

DATE: October 20, 2015

RE: COPsync911

The District has purchased a service called COPsync911 that enables classroom and office staff to contact the five closest police officers directly from their computers in the case of a person with a weapon on campus. When activated, anyone with the COPsync911 app on their computer or mobile device can contact and communicate directly with law enforcement in order to more quickly locate and subdue a person with a weapon. COPsync's representatives state that using COPsync rather than calling 911 can save five minutes or more on the response time of law enforcement.

Within the next week, you will receive via email a link to a web application with instructions on how to download and install the app. After the app has been installed, our Technology Department will activate it. The app will be fully ready to use at that point.

The document below shows how and when to use the COPsync app. Although it can be used for many types of emergencies, we are asking that Selma Unified staff use it only if you see or hear someone with a weapon on campus. The benefit of the system is that it allows you to communicate directly with a police officer without having to go through the 911 dispatcher. So, for example, if you hear gun shots outside of your classroom, you can click on the COPsync icon and use the keyboard to tell police officers the location of the intruder. Officers will have maps of each school so they will know the best route to your location.

Another benefit is that when one person on a campus activates the COPsync icon, the communication box pops up on every employee computer on the site. That way, everyone knows what's happening immediately and, if the intruder is moving to different areas on campus, others can provide updated information to officers.

Additional information, including a COPsync911 training video, can be viewed by going to the Business Services page on the District's web site. We recommend that each site runs a drill at least once a year to show staff how the system works. We certainly hope you never need to use the system, but hope this tool helps get law enforcement more quickly to where they need to be if the situation does arise. Please feel free to email me at lteixeira@selmausd.org if you have any questions. Thank you.

COPsync911™ Usage Quick Step Guide

Launching COPsync911

Windows: Double click the COPsync911 icon to request help in real-time

Windows Desktop OR

Windows Shortcut: Ctrl + Alt + 9

Mobile Web App: Touch the COPsync911 icon to request help in real-time

Mobile Web App

Send the Alert or Cancel the Alert

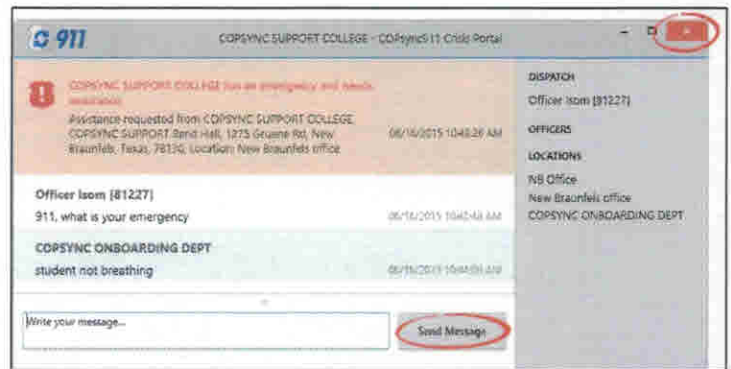Select "Send Alert" or allow the Alert to send after 15 seconds

Select "Cancel" if triggered unintentionally

> **911** — Alert confirmation
>
> This will send an emergency alert to the nearest law enforcement officers.
> Please confirm this alert by pressing "Send Alert". If you do nothing, an alert will be sent automatically in 15 seconds.
>
> 00 : 15
>
> Send Alert   Cancel
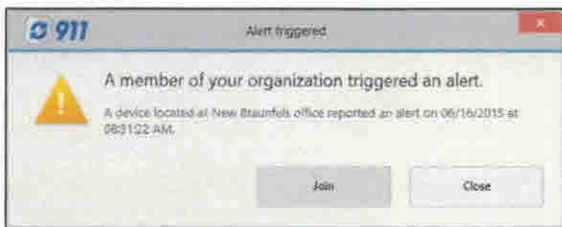

Communicate with Law Enforcement

You have a direct connection to the nearest Law Enforcement Agency. Type your message and watch for a response

Select the [X] in the upper right corner once the crisis has been resolved as indicated by Law Enforcement to ensure the system will be in "Ready" mode for future crisis
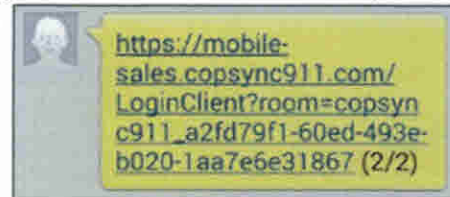
> **911** COPSYNC SUPPORT COLLEGE – COPsync911 Crisis Portal
>
> COPSYNC SUPPORT COLLEGE has an emergency and needs assistance.
> Assistance requested from COPSYNC SUPPORT COLLEGE, COPSYNC Bend Hall, 1275 Gruene Rd, New Braunfels, Texas, 78130, Location: New Braunfels office   06/16/2015 10:48:26 AM
>
> Officer Isom [81227]
> 911, what is your emergency   06/16/2015 10:49:46 AM
>
> COPSYNC ONBOARDING DEPT
> student not breathing   06/16/2015 10:49:58 AM
>
> DISPATCH
> Officer Isom [81227]
>
> OFFICERS
>
> LOCATIONS
> NB Office
> New Braunfels office
> COPSYNC ONBOARDING DEPT
>
> Write your message...   Send Message

Joining an Alert already in session

Desktop Users: Select "Join" when an Alert has been triggered from another location

> **911** Alert triggered
>
> A member of your organization triggered an alert.
> A device located at New Braunfels office reported an alert on 06/16/2015 at 08:31:22 AM.
>
> Join   Close

Mobile Web App: Users with SMS Notifications enabled will receive a link to "Join" the Alert session. Logging into the Dataonix Portal is required

> https://mobile-sales.copsync911.com/LoginClient?room=copsync911_a2fd79f1-60ed-493e-b020-1aa7e6e31867 (2/2)

COPsync911 Errors

Error: Call 911 if the Alert is not able to send

> **911** Error
>
> Please call 911
> There was an error sending the alert. Please call 911.
>
> Ok

Red X: Call 911 if assistance is needed & Notify your IT Administrator to investigate system issues

> 1:29 PM
> 6/16/2015